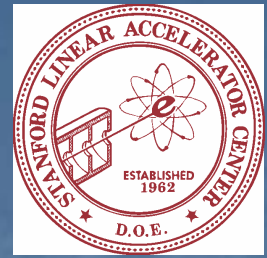


The SLAC Conventional & Experimental Facilities Dept: Roles & Near Term Goals

J. G. Weisend II, B. Skaggs
SLAC



CEF



- Is responsible for most experimental & conventional facilities at SLAC
- Has a staff of roughly 160 (physicists, engineers, craft trades, technicians & admins)
- Has people on site round the clock
- Completes hundreds of service requests a month
- Conducts routine maintenance, minor construction, manages subcontractor construction projects & develops experimental equipment
- Does work that contains a variety of hazards
- **Safety First is not just a saying but the way in which we do our jobs**

CEF Conventional and Experimental Facilities



JOHN CORNUELLE
OPERATIONS DIRECTOR

JOHN WEISEND
DEPARTMENT HEAD

BURL SKAGGS
DEPUTY DEPARTMENT HEAD

SPECIAL PROJECTS

BACHANT, Leslie
BRENKUS, Frank J.

ADMIN SUPPORT/BUDGET

FLICK, Irene
ADAIR, Lisa
FLYNN, Vickie
SMITH, Michelle

STAFF

BOWER, Gary
BOYCE, Richard
FIEGUTH, Ted
WALZ, Dieter

CONSTRUCTION OVERSIGHT & SAFETY

GROUSSMAN, Brett
JONES, Richard F.
PFEFFERKORN, J
SHERRY, Thomas J.

ENGINEERING & CONSTRUCTION

DAD, Hieu
HUANG, Queenie

Engineering/Projects

ADIKARA, Felix
AMADOR, Dino
CHAN, Kingston
CUTINO, Philip
FLICK, Karl
JONES, Fred
KAUL, Pran N.
LONGA, Victor
McMAHON, Noel T.
SHIN, Harry K., Jr.
WINSTEAD, James
YANG, Kenneth

SLAC Energy Manager

FIEGUTH, Luda

OPERATIONS

ROMERO, Bernie G.

Mechanical Utilities

GRYGUTIS, Patrick H.
BLACKWELL, Robert M.
JEGGUM, David C.
LOGAN, James F., Jr.
PERALTA, Jesse
RADAU, Raymond K.
SANCHEZ, Anthony F.
STAUDENMAIER, Paul J.
THUNEN, Peter K.
WEISMANN, James
ZAMORA, Mario

HV Electronics

KANG, Sung C. (James)
ANDERSEN, Donald B.
BLOMDAL, John
CIORBEA, Dumitru
COOK, Michael
McKENZIE, Charles
REGALADO, Jose C.

Instrumentation

CHOATE, William S.
BUTLER Craig J.
GONG, Harry
MANLEY-ARRIETA, Daniel
STRITTMATTER, Michael J.

Pipefitting

ACOSTA, Anthony S.
BRAUTIGAN, Marvin A.
SOTO, John
GONZALEZ, Hector
JUSINO, Rodney

MAINTENANCE & INFORMATION MGMT

BUDRUNAS, Peter J.

Service Desk

EGAN, Aznieszka

Maintenance Management

ASTRUP, Erik
GREENDA, Paula
LAUCHNER, Chet F.

Computer Support

CADORNA, Tala
GOMEZ, Rafael
VAZQUEZ, Chioo

Documentation

GALAYDA, Carolyn

FACILITIES SUPPORT

ROBINSON, Liam M.
Engineering/Coordination
KURATIS, George
PEREIRA, Carlos

Instrumentation Installation

O'DONOGHUE, Martin G.

Fleet Services

MANUAL, Alfonso R.
ANDERSON, Ronald F.
SMITH, Michael L.
FANGUPO, Lata
ZAPATA, Araceli

Equipment & Crane Maint.

WHITTON, Clifton
GIBBS, Dan
LOWERY, Lorenzo
MANUEL, Ray

Custodian

ALVARADO, E.R.
BUCIO, Salvador
CLAY, Fred L.
DEANDA, Armando
MEDINA, Pedro
PATANGUI, Lambert O.
SALAZAR, Manuel
SANCHEZ, Ron
VARGAS, Ramona

HVAC

JONES, Marvin
CANDELARIO, Rene Z.
JENSEN, Svend
LIMON, Salvador
POITIER, Sebastian
SALDIVAR, Jesse
SANCHEZ, Anthony
YEUNG, Norman W.
ZINGSHEIM, Robert

Labor Pool

ROBINSON, Roosevelt
BROOKS, William T.
PACHECO, Ronald F.
RENTERIA, Anthony

Plumber

SISIC, Sead

Maintenance Trades

DELGADO, Salvador
HUSIO, Ibrahim
SHARMA, Raj
SINGH, Satwinder

Carpentry

METZGER, Aiden
BOISSE, Ed
DAVID, Alejandro
FORD III, Richard
HUGHES, Michael
HUGHEY, Aries
JOHNSON, Brent
KUHN, Ryan
MAGGI, Richard
TOEWS, David

Paint

SANDOVAL, George
PATEL, Bobby
SANDOVAL, Thomas
STAFFORD, Joseph

Electrical

CASTILLO, Francisco
ALUSIC, Fikret
BOUSHEY, Richard
CUADRADO, Raimond
DELGADO, Ricardo
DIAZ, Gabriel
HEALY, John
QUILLON, George

Elec - OSHA Remediation

ALTERI, Richard
CATANIA, Brad
MAI, Brandon
MITCHELL, Douglas

Fire Techs

GALLEGO, Peter A.
CLAY, Edward J.
KWON, Joong S.

RESEARCH & FACILITIES SUPPORT GROUP

HAST, Carsten

Physics & Instrumentation

HAST, Carsten
HUDSPETH, Carl

Computing & DAQ

SZALATA, Zen

Facilities & Rigging

TORRES, Richard
ANDERSON, William
BRADFORD, George 50%
CLAY, Percy
ENGESSER, David
JIMENEZ, Mike
JOHNSON, Scot 50%

BaBar

VASSILIAN, Zorb
BRADFORD, George 50%
HAU, Andrew
JOHNSON, Scot 50%
KREBS, Jason

Engineering

OLSON, Bill

CRYOGENICS & ELECTRONICS SUPPORT GROUP

WEISEND, John

Cryo & Detector Systems Operations

CANDIA, Arthur (Head of Operations)
RACINE, Mike (Deputy)

HARWOOD, Lester
HOWELL, Gary
MOORE, Robert
MUFFETT, Wes
NEIBEL, Matt
NORRIS, Dennis
OWENS, Freeman
SANCHEZ, Domingo

Electronics

WEISEND, John (Supervisor)
CRADDOCK, Wes (Supervisor)

ANGELOV, Angel
BADGER, Ronald
LIANG, Yic
KACHAROVSKY, Alex
SHEN, Patrick
STILES, Paul
ZALOG, Sam

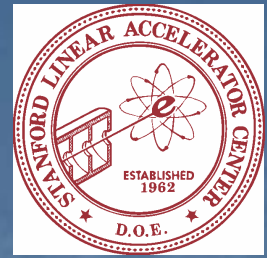
Staff

CRADDOCK, Wes
PRINCIPE, Ricky
ROGERS, Ron
SALERNO, Louis
THOMPSON, EunJoo
WEBER, Tom

June 3, 2005



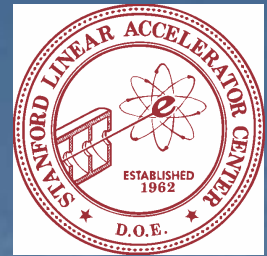
Near Term Goals



- Continue put Safety First
 - Avoid complacency
 - Fully implement ISMS
- Complete Internal 5 Year Plan (July 05)
 - Assess state of conventional & technical subsystems
 - Prioritize & schedule work by FY
 - Start improvements based on resources



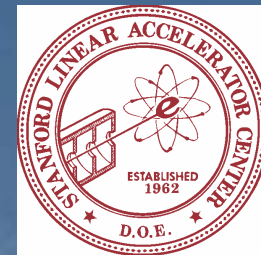
Near Term Goals



- Maintenance Improvement Project (July 05)
 - Improve tracking (cost, failure modes)
 - Better use of preventive maintenance
 - Improved equipment documentation
 - Capturing of deferred maintenance items
 - Solution involves staffing & additional software



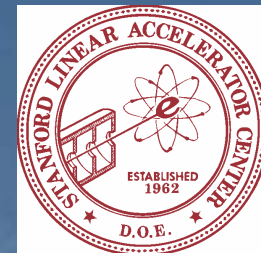
CEF's Service System



- Provides site-wide point of contact (x 8901) for all types of service requests and consists of -
 - 1) Remedy database –
 - ✓ electronic entry forms
 - ✓ e-mail notification system
 - ✓ search tools
 - ✓ customized reporting capabilities
 - 2) Service Desk staff – receives and routes all service requests to the appropriate shops (carpenters, electricians, plumbers, etc)
- Provides feedback from the customer in form of "Customer Survey Response Maintenance improvement Project"



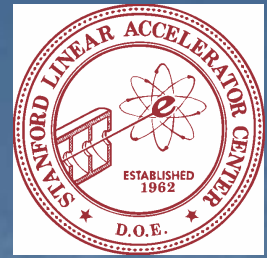
The Service Request Process



- Customers/users submit new Service Requests –
 - Electronically using web Service Request form
 - E-mail / phone / fax / walk in to Service Desk
- Service request is routed to appropriate shop
- Upon completion of the work, the request is “closed”
- The system automatically generates an email message to customer showing request is “closed” with a link to the Customer Survey
- Customer Survey allows customers to rate service as Excellent, Satisfied, Not Satisfied, OK, or Please Call Me and can add personal comments
- Responses are copied to Dept Head and group leaders



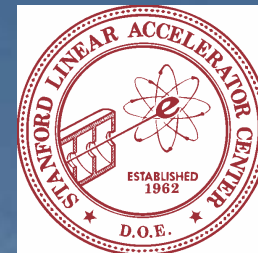
Customer Survey Responses



- Group leader forwards response to responsible technician
- Positive responses require no follow-up
- 'Not Satisfied' and 'Please Call Me' responses are followed up on –
 - IMMEDIATELY - Group leader contacts technician & customer to determine problem
 - If they agree that job is NOT done, generate new service request, reference the first one and go through the cycle again
 - Group leader documents how issue is resolved with customer, and/or records all attempts to contact customer
 - Request is closed when job is completed to customer's satisfaction



"Excellent" Survey Response



SLAC-001500

Priority Level	Proposed Start Date	Proposed Completion Date	Actual Completion Date
Non-Critical			2/19/02 12:00:00 AM

Davis-Bacon? No

Request Type Operations

Vehicle Id Number

Comment

No comments

Survey Comment

I am one very happy customer, especially because of the rapid response to the job request.

Assigned-to

Bernie Romero

Worklog

